Success Story
The Estonian National Radio Network ESTER

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About the Ministry of the Interior

The Ministry of the Interior and its agencies work to make sure that everyone in Estonia feels safe and that the Estonian border and public order are safeguarded. More than 10,000 people work in the area of government, protecting people's lives and properties on a daily basis, including police and rescue officers, border guards and emergency response staff. The Ministry of the Interior drafts internal security policies and provides its agencies with everything they need in their daily work: anything from motivated personnel and effective legislation to modern technology.

"ASC's communications recording solution empowers our public safety agencies and makes them the equal of any nation in the European Union."

Jürgen Lasn
Leading telecommunication networks expert SMIT

ESTER - the TETRA network in Estonia

The TETRA network in Estonia, known as ESTER, covers the entire country with more than 100 base stations. In addition, several base stations belonging to Finland's VIRVE network are located on Estonia's north coast to help cover the Gulf of Finland and to ensure intercommunication among the two countries' border guards. About 10,000 users rely every day on ESTER for their communications, including police, rescue services, medics, ambulances, border guard and prison authority.

ESTER is owned by SMIT (IT and Development Centre, Ministry of the Interior). ESTER service is used by 8 ministries and 17 agencies on 24/7 basis for professional radio communication needs.

The network, originally built by Cassidian in 2007, was the first to upgrade from TETRA release 5.5 to 6.0. With continued drive to improve the offered service SMIT sought to equip its network with a new Communications Recording platform that is able to operate with Airbus D&S TETRA version 6.0 at the same time being able to deliver separation of data for different organizations using the network.

We record & analyze communications

ASC

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The Challenge

Thus, SMIT was seeking a Central Recording solution compatible with the ESTER radio network built by Airbus Defence and Space. The recording solution had to be based on Microsoft Windows and able to monitor, record and play back securely stored audio and metadata for hundreds of concurrent users. Furthermore, the solution had to offer high availability of 99.9 percent and be compatible with virtual environments. Last but not least, the solution needed to be scalable to accommodate changing needs or growth in usage.

The Solution

As a result of these requirements, ASC's Communications Recording solution, EVOIP*neo*, was SMIT's preferred choice.

EVOIP*neo* was the only recording solution certified by Airbus D&S with TETRA release 6.0. The TETRA integration allowed use by multiple control centers without affecting transmission security.

Its multi-tenancy feature was perfect for Estonia's requirements, allowing strict separation of data for each organization and distinct access rights for officials based on seniority or need-to-know. Each agency could create its own recording configuration, but the fundamental settings were established by SMIT. Moreover,

EVOIP*neo* provided a fail-safe solution essential for emergency situations.

Unlike most global organizations, ASC provided intensive local customization and support. The user interface of EVOIP*neo* was translated into Estonian, a crucial requirement of SMIT. An ASC technician installed the solution in Estonia within a week and provided ongoing customer service afterwards.

An extensive workshop and training for multiple user levels at the ASC Academy provided SMIT's key personnel with in-depth knowledge of the installed recording solution. Moreover, this training empowered SMIT to perform necessary changes to the configuration and to set up new tenants.

The Benefits

ASC's EVOIP*neo* recording solution helped SMIT conduct post-incident analysis and streamline its processes, a critical matter since shaving seconds off response times can make the difference between life and death in an emergency. Supervisors can add comments to calls and easily email recordings back and forth. Recordings are tamper-proof, and timestamps are accurate to within a hundredth of a second. Voice and emotion recognition can assist with investigations. Jürgen Lasn, Leading telecommunication networks expert for SMIT, said, "ASC's communications recording solution empowers our public safe-

ty agencies and delivers a technical service in a very user friendly fashion to all of ESTER network users. Our dispatchers receive the best training possible, and our agents can focus on the situation at hand without worrying about the supporting infrastructure."

Mr. Lasn went on to describe one of his favorite features of EVOIP*neo*, "Last Call Repeat." This function lets the responder replay the current call, even while the caller is still on the line. Since callers may panic or become incoherent during stressful situations, Last Call Repeat ensures the dispatcher receives the correct information, critical to a successful response.

Highlights

- 10,000 users rely on ESTER for their communications, including police, rescue services, medics, ambulance, border guards an prison authority
- Central recording solution compatible with Radio Network
- High-availability of 99.9 percent
- Scalable solution for changing needs growth in usage
- Multi-tenancy feature: strict separation of data for each organization and distinct access rights
- Intensive local customization and support
- Post-incident analysis and improvement of processes
- Recording solution tested and certified by Airbus

About ASC

ASC ASC is a worldwide leading software provider of omni-channel recording, quality management and analytics addressing all enterprises with recording needs, especially contact centers, financial institutions and public safety organizations. ASC records, analyzes and evaluates interactions across all media, either as an on-premise or cloud solution. Headquartered in Germany and with subsidiaries in United Kingdom, France, Switzerland, Romania, Dubai, United States, Brazil, Mexico, Hong Kong, Japan and Singapore as well as a worldwide service network, ASC is a powerful global player in its industry.

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